



CITY OF AKRON, OHIO
POLICE DIVISION
AUGUSTUS A. HALL, CHIEF OF POLICE

NUMBER P-2010-007	EFFECTIVE DATE August 9, 2010	RESCINDS P-2007-007 Issued 1-10-07
SUBJECT Department Complaint Procedure		ISSUING AUTHORITY Chief Augustus A. Hall

I. POLICY

The Akron Police Department will accept, address, and respond to all complaints regarding police service, policy, procedure, or personnel.

II. DEFINITIONS

- A. Complainant – Any person who files a complaint regarding police service, policy, procedure, and/or personnel. A complainant can be the principal in the alleged complaint, a witness to an alleged complaint, the parent or guardian of a minor, or a person filing on behalf of a mentally incompetent person.
- B. Third party complaint – A complaint by an individual or group of individuals who are neither participants in the actions described in the complaint nor a witness to the actions being alleged.

III. PROCEDURE

A. TYPES OF COMPLAINTS

1. In person
2. Letter
3. Telephone
4. Third party
5. Anonymous

B. IN PERSON AND LETTER COMPLAINTS

1. Receiving complaints
 - a. During normal business hours, complaints, including those arising from secondary employment, will be referred to the Patrol Operations Bureau.

- b. After hours, walk-in complainants shall be directed to the Information Desk.
2. The complainant will be given a citizen complaint form and instructions on how to complete it.
3. If the complaint involves an allegation of unreasonable force and the complainant is the alleged victim, a photograph will be taken of the alleged injuries unless the complainant refuses. In such instance, the refusal will be noted on the complaint.
4. A refusal to sign the complaint form does not constitute a withdrawal, and the complaint will be forwarded and addressed.
5. The complainant will be advised that the complaint will be addressed and he will be notified of the results.
6. The complaint and any other information concerning the complaint will be forwarded to the subdivision commander of the personnel involved.
7. The respective commanding officer will assign a supervisor to investigate the complaint.
8. Personnel involved in the complaint may be requested to submit a typewritten report explaining their actions in response to the complaint, consistent with existing law and labor agreements.
9. Complaints will be cleared or disposed of as outlined in the existing labor agreement.
10. If the investigation reveals a violation of law or the Rules and Regulations, the investigating supervisor, shall in his conclusion, cite the law or regulation violated.
11. The investigating supervisor will submit the complaint form, along with any other reports concerning the investigation, through the chain of command to their subdivision commander.
12. The subdivision commander will review the completed investigation and forward the complaint to the Patrol Operations Bureau.
13. The Patrol Operations Bureau will notify the complainant of the disposition of the complaint by mail or telephone and will note the date and method of notice on the complaint form.
14. Written complaints received by mail will be forwarded to the shift or unit commander for investigation.

C. TELEPHONE, THIRD PARTY, AND ANONYMOUS COMPLAINTS

1. Receiving telephone complaints

- a. During normal business hours, citizens wishing to file a complaint via telephone shall be referred to the Patrol Operations Bureau. The complainant shall be informed of the various ways to access or acquire a complaint form and also provided with instructions on how to return the completed form.
- b. After hours, all telephone complaints shall be referred to an on duty supervisor of the Uniform Subdivision.
2. All third party complaints will be accepted. However, unless there is corroborating evidence, third party complaints will not be investigated unless a parent or guardian is lodging a complaint on behalf of the minor child, or a person files on behalf of a mentally incompetent person.
3. Anonymous complaints will be accepted and forwarded to the Patrol Operations Bureau. They will be reviewed and a determination will be made whether the complaint should be forwarded and investigated.

D. DISTRIBUTION OF COPIES OF FINISHED COMPLAINTS

One copy.....Chief of Police
One copy.....Patrol Operations Bureau
One copy.....Officer(s) involved

By Order Of,



Augustus A. Hall
Chief of Police

Date 7-26-10